

## Brockwell Lido Steering Committee (BLSC) Issues Raised by Users and Action taken October 2010 to October 2011

*BLSC including users, community and park representatives, Lambeth and Fusion management has met 5 times during the year*

*Representatives from BLU Committee have met with Lido Manager, Craig Hawtin, monthly to discuss issues and concerns raised by users.*

**Action proposed in Service Delivery Plan /**

<b>The Use, Care and Maintenance of the Facility</b>			
<b>Issues Raised</b>	<b>Proposed action</b>	<b>Action</b>	<b>Outcome</b>
<p><b><u>Pool Hours and season</u></b></p> <p>Complaints in swim season 2010 about inappropriate reduction of pool to half size</p> <p>Extending length of swim season into winter months—either via club or Oct pay as you go swimming</p>	<p>SDP states that use of half or full pool will relate to numbers of swimmers with assumptions that half pool is to be used only when numbers are averaging 10 or below.</p> <p>Flexible use of staff will enable pool size to be increased rapidly in response to increase in swimmers.</p> <p>Fusion to provide costing of lifeguards and use of pool to winter swim working group</p> <p>New survey to assess number still interested to be carried out by winter swim working group</p>	<p>Hours were extended to all day in heat wave in April and full pool opened about lunch time on busy days</p> <p>In May/June use of half on some busy days let to user complaints which were discussed at BLU meetings with Lido management</p> <p>Late July and Aug. full pool in use most of the time</p> <p>Winter season ticket survey conducted by users. 190 said they would purchase a winter swim season ticket if it were available.</p>	<p>Craig Hawtin agreed that half the pool has sometimes been closed inappropriately in 2011 but more care will be taken in 2012 to ensure that full pool is open when number of swimmers warrants it.</p> <p>Cost of winter swim ticket sent to interested swimmers. No winter swim in 2011 because of pool repairs but hope is that it will take place 2012 if sufficient people buy winter swim tickets to cover lifeguard and chemical costs</p>
<p><b><u>Maintenance of gym and studios</u></b></p> <p>Complaints about gym equipment being out of order for long periods</p>	<p>90% benchmark for all mechanical fitness equipment. Figures provided to BLU at monthly meetings.</p> <p>Staff to perform regular cleaning and maintenance checks</p> <p>Smaller gym equipment and studio equipment checked by gym team daily and faults noted and fixed.</p>	<p>Fusion now has undertaking from suppliers to carry spares for all equipment with parts liable to wear and tear. Preventative servicing of equipment every 12 weeks.</p> <p>State of equipment discussed at all BLU monthly meetings with Craig.</p>	<p>Additional expenditure on repairs authorised in August.</p> <p>New weights now in use Power plate system available and staff being trained</p> <p>Condition of cardio equipment to be reviewed</p>

Issues Raised	Proposed action	Action	Outcome
<p><b><u>Disturbance of holistic classes by gym and studio noise</u></b></p> <p>Disturbance of Holistic classes continued</p>	<p>Sensitive scheduling of classes will avoid having holistic classes adjacent to spin in the gym or next to noisy fitness classes</p> <p>Studio and gym doors to kept closed</p> <p>Volume controlled</p> <p>A review of noise reduction in gym and studios will take place in February 2011.</p> <p>Work towards a "holistic studio" with appropriate atmosphere</p>	<p>Complaints about noise disturbance of specific holistic classes in April and again in July</p> <p>Craig undertook to talk to instructors and monitor noise levels, also to consider noise issues when timetabling classes</p>	<p>The noise seems to have been solved by rescheduling exercise timetable and studios.</p>
<p><b><u>Health Suite</u></b></p> <p>Complaints about frequent closure of hydro pool and poor maintenance of health suite.</p> <p>Complaints about inappropriate behaviour in suite</p>	<p>Redecoration of health suite to begin in Feb.</p> <p>code of conduct introduced staff to monitor more closely</p>	<p>Redecoration completed</p> <p>Some ongoing problems with spa---repairs being arranged</p> <p>Staff are monitoring behaviour in spa area. CH will seize memberships if difficulties persist.</p> <p>Decision made to revert to chlorine disinfectant to avoid frequent problems with spa.</p>	<p>Spa now working following installation of new chlorine system</p>
<p><b><u>Access for those with limited mobility</u></b></p>	<p>Additional hand rail to be installed in pool. Portable hoist to be installed</p> <p>Inclusive Fitness training accreditation level 1 by Sept.</p> <p>Grip handles in male and female wet side showers</p>		<p>Second rail in place when pool opened</p> <p>Inclusive Fitness Training taking place</p>
<p><b>Ambience</b> ( some items listed here relate to pool maintenance but as they appear in the ambience section of the SDP they are included here)</p>			
Issues Raised	Proposed Action	Action	Outcome
<p><b><u>Drainage in wet changing rooms poor. At busy times puddles form</u></b></p>	<p>Wet vac will be used as frequently as required to remove puddles. All Team Leaders, Lifeguards and Contract Cleaning teams will know how to use wet vac.</p>	<p>Swimmers encouraged to dry off outside on BLU mats</p> <p>No sign of wet vac use in wet changing rooms?</p>	<p>Puddles and dirty floors remain a problem on busy days although well controlled at quiet times</p>
<p><b><u>Reception</u></b></p> <p>Complaints that the</p>	<p>Reception highlight uniqueness of Brockwell</p>	<p>photos of event taken but not able to be shown on</p>	<p>No photos of Brockwell events on view in</p>

reception ambience is corporate rather than local	through photos of recent Lido events Lido products, books for sale	reception plasma screens	reception---  Lido books are for sale
<b>Cafe</b> Complaints that cafe does not feel part of Lido because access from pool is limited  need for café to cater for early morning swimmers  concern that beach hut has limited choice	Access from the poolside into café terrace will be allowed There will be a dedicated area of the terrace for swimmers from April to Oct. Self service breakfast available 7.30 to 8.30 am  Lido General Manager to meet monthly with Café manager. Feedback from BLSC will be taken to the meetings		Pool users allowed to enter cafe to order take away drinks and pastry but not food.  Swimmers terrace established only take always can be consumed there.  Beach hut only used on very busy days and then has restricted choice Café opened at 7.30 in July, Aug. and early Sept. but poor take up from users Swimmers must dress and go into café to order and consume full range of TLC food
<b>STAFF</b> Complaints that swimmers can't identify them lifeguards  Concern about lack of attention to swimmers  Complaints that gym users can't identify staff	Senior Life guard role to be introduced to supervise  To wear yellow shirt red and red fleece and red hats  Gym staff to wear white shirts	new uniforms with yellow jackets a big improvement	Senior lifeguard role introduced as season progressed variations of uniform appeared
<b>Activities/ classes/ events suitable for diverse local community</b>			
<b>Issues Raised</b>	<b>Proposed action</b>	<b>Action</b>	<b>Outcome</b>
Need to ensure users and community know about range of activities now available and report on participation and feedback	Community and Heritage Development Manager will report back to BLSC and to AGM in autumn 2011.	Regular reports to BLSC on events from Community and Heritage Development manager.  Need to improve communication about events discussed at BLU and BLSC meetings.	Communication about events both within the Lido community and to wider community still needs to be improved – some events very well supported but a few suffered from poor publicity
<b>Car Parking</b>			
Disabled bays misused people parking all day— but not using park or lido cars block access for emergency vehicles poor maintenance of car park fence failure to lock car park	Controlled parking scheme to be introduced by Fusion	Delayed by Lambeth planning. Cllr Ann Kingsbury put down a members question about delay and arranged a special meeting between Fusion staff and Lambeth Planning on Sept 13th	Approval for controlled parking scheme expected to be granted in early autumn and introduced soon after.

<b>Communication</b>			
<b>Issues Raised</b>	<b>Proposed action</b>	<b>Action</b>	<b>Outcome</b>
<p>Users want a response to their complaints</p> <p>Users have requested more information about events and activities at the Lido</p> <p>Better communication needed within the Lido Better communication between park, community and lido needed</p>	<p>Feedback on action taken in response to complaints to be put on notice boards on both wet and dry sides.</p> <p>Staff to respond to complaints within 48 hours</p> <p>User and non-user survey to be undertaken in August.</p> <p>Leaflet to be printed covering all classes, pool and gym</p> <p>Better use of notice boards in on wet and dry sides Information about pool temperature, changes to schedule or coming activities to be communicated to BLU for uploading on web site A dedicated phone line will give up-to-date information on hours and events</p> <p>Managers from gym, Whippersnappers and pool to meet termly</p> <p>General manager and community development manager to liaise regularly on dates and events</p>	<p>Additional notice boards have been ordered –one for community and more for Fusion</p> <p>.</p> <p>Dates for survey discussed with BLU in June and draft circulated to BLU and BLSC for comment.</p> <p>Amended copy of lido leaflet printed</p> <p>Temperature of water and air on white board and usually water temperature on HH Forum and BLU web sites</p>	<p>Notice boards near gym and near wet changing rooms now in use.</p> <p>Response by management to users' complaints much improved</p> <p>Survey of users and non-users conducted. Results to be available before annual Service Delivery Plan is written</p> <p>Leaflet showing everything available at the Lido very much appreciated by users.</p> <p>Old white board removed. New white board to show temperature, staff on duty etc on order.</p> <p>Community and Heritage Development Officer frequently at Lido to discuss events with management.</p>